

SFY 2016

ANNUAL REPORT

Idaho Commission on Aging
Sam Haws, Administrator



Governor C.L. "Butch" Otter

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AGENCY MISSION

To provide services and supports that improve the quality of life for seniors, vulnerable adults, and persons with disabilities, so they can live independent, meaningful, and dignified lives within the community of their choice.

AGENCY VISION

To serve a growing senior population, the Idaho Commission on Aging envisions the continuation and strengthening of the aging services network throughout the State of Idaho.



*Front Row: Vicki Yanzuk, Susan Bradley, Sam Haws, Jeff Weller, Jenny Hill
Back Row: Birgit Luebeck, Cathy Hart, Brian Warner, Kevin Bittner, Bettina
Briscoe, Raul Enriquez, Scott Carpenter, Pam Oliason
Not pictured: Deedra Hunt*

Administrator's Message



On July 11, 2011, I began my appointment by Governor “Butch” Otter to serve as the Administrator for the Idaho Commission on Aging (ICOA). As I get ready to retire in January 2017, I am taking this opportunity to report on the ICOA’s challenges and accomplishments during my tenure.



Sam Haws, Administrator

The mission of the ICOA is to provide services and supports that improve the quality of life for seniors, vulnerable adults, and persons with disabilities, so they can live independent, meaningful, and dignified lives within the community of their choice.

The ICOA contracts with six Area Agencies on Aging (AAAs) throughout the state to implement services. In February 2011, the Office of Performance Evaluations (OPE) issued a report to the Joint Legislative Oversight Committee. OPE was charged with reviewing the senior services in Idaho, particularly nutrition and transportation services. The report identified that reimbursement rates for nutrition and transportation varied widely among the AAAs. It noted that successful delivery of services relies on coordinated efforts of the ICOA and the AAAs. The report provided recommendations for improving contract management and financial oversight to ensure that federal and state funds are spent appropriately and in accordance with the law. ICOA took these recommendations to heart and used them as a road map to improve coordination of senior services across Idaho.

ICOA conducted a review and analysis of all programs and services. The data was shared with the AAAs and used to identify areas for improvement. ICOA standardized services throughout the state by setting minimum funding levels for service deliveries such as; Home Delivered Meals, Respite, and Homemaker to ensure consistency, predictability and equity in the delivery of services to seniors across the state no matter where they live. This resulted in 1.3 million dollars in additional direct services to the seniors.

ICOA implemented standardized reimbursement rates by area and established a statewide data collection and reporting system used to manage services and client records. The reporting system enabled ICOA to track AAA service delivery performance to meet Federal and State funding requirements.

~ Continued ~

Administrator's Message, continued



In 2015, ICOA developed Idaho's four-year Senior Services State Plan. This plan not only ensures Older Americans Act funding continues to be awarded to Idaho, but outlines the direction ICOA is taking over the next four-years. The plan also identifies the services and supports available to help seniors and people with disabilities avoid institutionalization and remain as independent as possible in their homes and communities.

A milestone of the Plan is that ICOA and its Board of Commissioners partnered with all the AAAs in a concentrated and collaborative effort to unanimously agree, after extensive review, to retain the existing Idaho Funding Formula. ICOA included senior center representatives and other stakeholders in the aging network throughout the state as part of the four-year State Plan steering committee.

Overall, the resulting outcomes of the last five years were driven by focused decisions based on statute, achieving balance between efficient and effective use of resources, transparency and accountability, and hard work and collaboration with our many partners throughout the aging network. The tangible result is that we were able to serve more seniors, increase services by 1.3 million dollars, while reducing ICOA staff from fifteen to thirteen.

As I look at how far we have come and what has been built together, I am confident that the processes and controls in place will continue to serve the senior population for years.

It is my honor to pass on the most hard working and dedicated staff to the next leader. I cannot thank them enough. I will cherish the accomplishments, memories, and friendships I have made in my seventeen years of total public service.

Respectfully,

Sam Haws

About Us

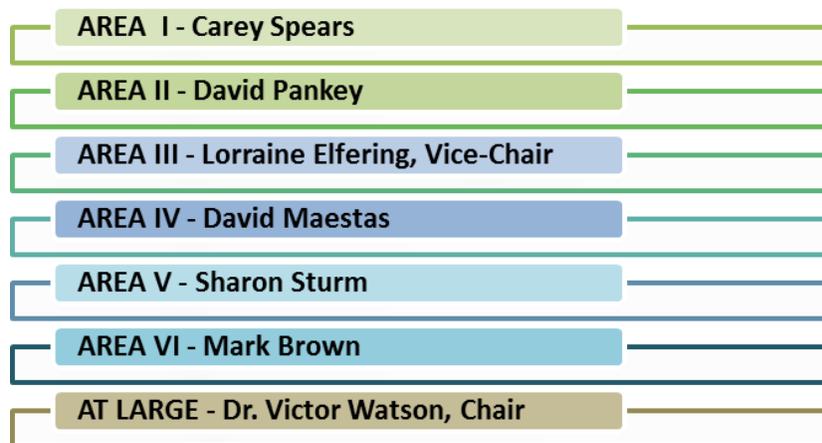


The Idaho Commission on Aging (ICOA) was designated by the Governor as the State Unit on Aging (SUA) in 1968. The ICOA Administrator is appointed by the Governor and confirmed by the Senate. The Governor also appoints a seven member Board of Commissioners to advise the ICOA.

As the SUA, ICOA has the responsibility to:

- Develop the State Plan that addresses the needs of seniors, vulnerable adults, persons with disabilities and their caregivers.
- Serve as an advocate within state government and the community for seniors.
- Propose statutory changes and administrative rules.
- Enter into funding agreements within the limits of appropriated funds to carry out programs and services for seniors.
- Administer and perform any other related functions or activities assigned by the governor.

BOARD OF COMMISSIONERS



*Commissioner Elfering, Commissioner Pankey, Commissioner Sturm, Chair Dr. Watson, Administrator Sam Haws, Commissioner Spears, Commissioner Maestas
Not pictured: Commissioner Brown*

Older Americans Act & Idaho Senior Services Act

The Older Americans Act (OAA), originally enacted in 1965, and the State Senior Services Act (SSA), enacted in 1968, support a range of home and community-based services. These programs help seniors to remain as independent as possible in their homes and communities.

ICOA contracts with six Area Agencies on Aging (AAAs) to provide the following services:

Such services include:

- ◆ Home Delivered Meals
- ◆ Congregate Meals
- ◆ Transportation
- ◆ Homemaker
- ◆ Chore
- ◆ Information and Assistance
- ◆ Outreach
- ◆ Adult Protection
- ◆ Ombudsman Assistance
- ◆ Disease Prevention and Health Promotion
- ◆ Caregiver Support and Respite
- ◆ Legal Services



Home Delivered Meals

Home delivered meals are nutritious meals that are delivered to homebound seniors, 60 years old or older and their spouses. At least one home delivered meal is provided per day, which may consist of hot, cold, frozen, dried, canned, fresh, or supplemental foods, five or more days a week.

Meals Served
586,777

Number of
Consumers
4,176

Congregate Meals

Meals Served
505,731

Number of
Consumers
13,704

The Congregate meal programs are primarily located at senior centers where well-balanced meals are prepared and served in a congregate setting to seniors, 60 years old or older and their spouses. Nutrition counseling, education, and other nutrition services are also included. At senior centers, people come together to enjoy a meal, meet and talk with friends, participate in health programs, and find out about other services.

Transportation

Provides seniors with transportation to and from social services, medical and health care services, meal programs, places of employment, senior centers, shopping, civic functions, adult day care facilities, and recreation locations. Transportation usage is based on number of boardings.

Number of
Boardings
125,151



Number of
Consumers
1,391

Hours of Service
52,187

Homemaker

Homemaker services help seniors maintain, strengthen, and safeguard their own homes. These services may include light housekeeping, meal planning and preparation, essential shopping, errands, banking and bill paying, bathing and washing hair.

Hours of Service
22,833

Number of Consumers
292

Respite

Respite provides brief periods of relief to a full-time caregiver. The care recipient must have physical or cognitive impairments that require twenty-four (24) hour care or supervision.



Information and Assistance

Information and Assistance provides current information on long-term care services available to seniors in the local community, links people to resources, and provides follow-up to ensure people receive needed services.

Number of Contacts
49,114

Hours of Service
339

Number of Consumers
76

Chore

Chore services are provided to assist seniors who have difficulty in maintaining their homes. These are typically larger and/or less frequent tasks than homemaker services, and may include yard work, heavy cleaning, and minor household maintenance.

Legal Assistance

Legal Assistance is provided to seniors with legal issues related to income, health care, long-term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse or neglect, and age discrimination.

Hours of Service
1,245

Number of
Contacts
11,948

Outreach

Outreach informs seniors and/or their caregivers of available long-term care supports and services. Outreach focuses on identifying potential clients who are at-risk of institutional placement and who have the greatest social and economic need.

Disease Prevention/Health Promotion

Disease Prevention and Health Promotion provides health-related information, services and activities for seniors, their spouses and families. Some of these programs include: medication management, fall prevention, and chronic disease self-management programs, which help seniors manage their chronic conditions such as diabetes, heart disease, arthritis, and depression.



State Adult Protection Services

The Idaho Adult Protection (AP) program serves vulnerable adults 18 years and older who cannot protect themselves because of a physical, cognitive or other serious impairment. Adult Protection investigates allegations of abuse, neglect, self-neglect, and exploitation. These services are provided to the extent possible, in the home, as well as in state certified and licensed facilities. AP also provides training to professionals throughout the state to encourage their active involvement in the support of vulnerable adults through interventions and available services.

ICOA received a federal grant to strengthen the collection and reporting features of the Idaho Adult Protection System (IAPS) and to improve consistency with standard data elements of the newly developed National Adult Maltreatment Reporting System (NAMRS). ICOA maintains the IAPS which captures interactions and outcomes of individuals served as well as training devoted to prevention.

Following are the definitions used to determine abuse, neglect, self-neglect, and exploitation:

- Abuse: the intentional or negligent infliction of physical pain, injury or mental injury.
- Neglect: failure of a caretaker to provide food, clothing, shelter or medical care reasonably necessary to sustain the life and health of a vulnerable adult.
- Self-neglect: an adult's inability, due to physical or mental impairment or diminished capacity, to provide food, clothing, shelter or medical care reasonably necessary to sustain their life and health.
- Exploitation: an action which may include, but is not limited to, the unjust or improper use of a vulnerable adult's financial power of attorney, funds, property, or resources by another person for profit or advantage.

**Adult Protection
Reports
2,548**

**Adult Protection
Investigations
2,401**

**Substantiated
Cases
546**

Idaho Long-Term Care Ombudsman Report

The Long-Term Care Ombudsman (LTCO) program was developed in response to a growing concern about poor treatment of nursing home residents. In 1972, Idaho was chosen as one of four states to pilot the program and in 1978 the Ombudsman program was required in every state, Puerto Rico and Guam.



Volunteer Ombudsman

The LTCO program advocates for residents of nursing homes and assisted living facilities, protecting their health, safety, welfare and rights. Six local Ombudsman programs, located in Idaho's Area Agencies on Aging (AAAs), provide services for the residents in 78 nursing homes (5,847 beds) and 357 assisted living buildings (9,642 beds) across the state. Additionally, forty seven (47) volunteers provided 6,203 hours of service.

New federal regulations for the LTCO were implemented on July 1, 2016 in an effort to provide clarification and interpretation where Older Americans Act requirements have been unclear or difficult to implement. The new regulations can be accessed at: <https://www.federalregister.gov/documents/2015/02/11/2015-01914/state-long-term-care-ombudsman-programs>

The LTCO is responsible for:

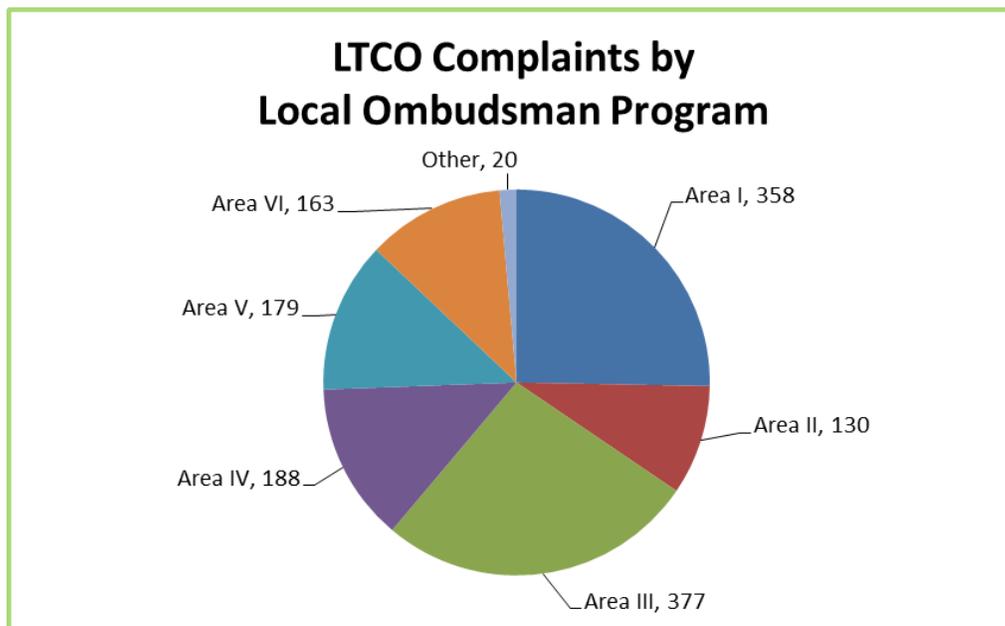
- Investigating complaints made by or on behalf of residents. Top complaints concerned:
 - ◊ Resident care
 - ◊ Ability to exercise resident rights, autonomy, choice, and privacy
 - ◊ Living conditions
- Making unannounced, non-complaint related quarterly visits to each nursing home and assisted living building in Idaho to provide resident access to the program and information about long term care services;
- Monitoring and recommending policy and legislative changes that benefit residents;
- Providing long term care information to public and private agencies, legislators and media;
- Providing training to long term care facility staff;
- Participating in resident and family councils to inform residents of their rights;
- Providing consultation to individuals and facilities on aging issues.

Idaho Long-Term Care Ombudsman Report, continued

The chart below describes various activities associated with the LTCO program categorized by AAA.

Ombudsman	Non-Complaint Visits	Consultations	Training/Presentations	Resident/Family Councils	Volunteers	Volunteer Hours
AAA I	1,399	426	25	28	14	2,054
AAA II	893	354	4	4	19	2,763
AAA III	802	763	24	6	-	-
AAA IV	369	179	23	10	7	504
AAA V	298	91	4	8	1	143
AAA VI	491	494	40	50	6	739
Total	4,252	2,307	120	106	47	6,203
% Change over SFY15	-9%	+10%	+107%	+7%	-34%	+2%

The LTCO program investigated a total of 1,415 complaints made by or on behalf of long-term care residents. Below is a breakdown of the complaints by AAA and complaints in other community settings.



Other Federal Grants and Programs

The following federal grants administered by ICOA, enhance the availability of specialized programs to seniors in Idaho and increase the capacity of the aging network in Idaho.

[National Family Caregiver Support Program \(NFCSP\)](#)

Through the NFCSP, the AAAs promote awareness of caregiving in Idaho, support and train caregivers to make decisions, resolve problems, and develop skills to carry out their caregiving responsibilities. Program services include: Powerful Tools for Caregivers training, support groups, respite, information about other community resources and private pay options.

[Nutrition Services Incentive Program \(NSIP\)](#)

The NSIP provides supplemental incentive funding to the meal site providers based on the number of meals served in the prior year and works in conjunction with OAA nutrition programs. Funding must be used to purchase domestically produced commodities.

[Elder Abuse Prevention](#)

Elder Abuse Prevention develops, strengthens, and carries out programs for the prevention, detection, assessment, treatment of, and response to the maltreatment of seniors. Programs include public education, training, and outreach to identify and prevent elder abuse, neglect, and exploitation.

[Idaho's Lifespan Respite](#)

The Idaho Lifespan Respite grant established the Idaho Caregiver Alliance (ICA) to provide a voice for the invisible workforce of 300,000 family members, neighbors, and friends who are the back bone for in-home long-term care in Idaho. Based on input from caregivers at regional summits and the recommendations of a 40 member Idaho Caregiver Task Force, the ICA created an *Idaho Family Caregiver Action Plan*. The goals are: 1) Ensure a streamlined system of supports; 2) Increase public awareness, so caregivers know where to seek information and supports; 3) Recognize caregivers as part of the healthcare team across systems of care; and 4) Sustain the ICA to ensure implementation of the Action Plan.

[The No Wrong Door \(NWD\)](#)

ICOA and its long-term care stakeholders developed a three-year strategic plan to implement a No Wrong Door (NWD) system in Idaho. The NWD plan promotes streamline access to long-term care services through strong partnerships with 211 CareLine, disability agencies and the AAAs. The NWD plan supports Person Centered Counseling (PCC) to assist consumers in making informed choices regarding their long-term needs. This plan will be utilized to apply for future grant opportunities.



[Senior Community Service Employment Program \(SCSEP\)](#)

The SCSEP is an employment training program for low income seniors who need to enhance their skills to compete in the job market. Seniors are placed at 501(c)3 nonprofit agencies and are provided with part-time, work-based training opportunities. The approved SCSEP state plan was submitted in collaboration with Idaho Department of Labor, Idaho Vocational Rehabilitation, Idaho Commission for the Blind and Visually Impaired and Idaho Career & Technical Education.



[Model Approaches to Statewide Legal Services Delivery System](#)

In partnership with Idaho Legal Aid, this grant funded the Senior Legal Hotline and the Senior Legal Guidebook. The guidebook is available online, in Spanish, and in large print. In addition, senior interactive legal forms were developed and are accessible on the Idaho Legal Aid website at www.idaholegalaid.org. Senior legal clinics and “simple will” education events were held across the state.

CMS.gov [Medicare Improvements for Patients and Providers Act \(MIPPA\)](#)

The MIPPA helps low income Medicare beneficiaries learn about eligibility for subsidies to pay for medications and the cost of Medicare through the Medicare Savings Program (MSP) and Low Income Subsidy (LIS). The program educates beneficiaries to review their Part D medication plan choice annually and to understand their prevention and wellness benefits. The program develops outreach partnerships with pharmacies, churches, and non-profit organizations statewide.



[Senior Medicare Patrol \(SMP\)](#)

The SMP program educates Medicare beneficiaries to detect, report, and prevent health care fraud. Trained SMP staff and volunteers conduct group education sessions, provide one-to-one counseling with Medicare beneficiaries, and hold regional Scam Jams co-sponsored by the Attorney General’s Office, Department of Insurance, Department of Finance, Idaho Legal Aid, AARP, Better Business Bureau and other valued partners, to help consumers learn to protect against fraud.



[Commodity Supplemental Food Program \(CSFP\)](#)

ICOA, in partnership with The Idaho Foodbank, administers the CSFP to improve the health of low-income seniors, 60 years old or older by supplementing their diets with a monthly box of USDA Foods that includes nutritional information and helpful recipes.



[Elder Justice & Adult Protective Service Grant](#)

The Elder Justice & Adult Protective Service grant provides funding to strengthen the statewide Adult Protection (AP) system to include innovations and improvements in practice, services, data collection and reporting. The ICOA’s project goal is to improve the interactions and outcomes for individuals served by AP services and accurately document the outcomes consistently with the National Adult Maltreatment Report System (NAMRS).

Federal and State Funding Distribution

The ICOA distributes Title III Federal and State funds to the AAAs based on the at-risk population, as defined by the OAA.

The at-risk population is prioritized by the following:

- Greatest economic and social needs.
- Low-income seniors and minorities.
- Seniors residing in rural areas.
- Seniors at-risk for institutional placement.

Idaho Intrastate Funding Formula Summary Federal and State Funds

Total OAA Title III Federal Funds	\$ 5,383,400
Total State General Funds	\$ 3,977,100
Total Funds	\$ 9,360,500
Less 10% Base Amount of Federal and State Funds	\$ 936,050
Balance to be Distributed by Weighted Average:	\$ 8,424,450
Total Funds Distributed to AAA	\$ 9,360,500

Fund Distribution

AAAs	Base Amount Divided by 6	Weighted "At Risk" Percentage	Weighted Fund Distribution	Total Funds Distributed
Area I	\$ 156,008	17.05%	\$ 1,436,002	\$ 1,592,010
Area II	\$ 156,008	8.68%	\$ 730,880	\$ 886,888
Area III	\$ 156,008	36.14%	\$ 3,044,479	\$ 3,200,488
Area IV	\$ 156,008	15.53%	\$ 1,307,904	\$ 1,463,912
Area V	\$ 156,008	11.80%	\$ 993,937	\$ 1,149,945
Area VI	\$ 156,008	10.82%	\$ 911,249	\$ 1,067,257
Total	\$ 936,050	100.00%	\$ 8,424,450	\$ 9,360,500

The Title III federal funds and state general funds are distributed to the AAAs using the federally approved funding formula. The funding formula divides 10% of the total funds evenly among all six AAAs. The remaining 90% balances are divided using a weighted average percentage. The percentages are derived by identifying the at-risk populations in each area using census data provided by the Idaho Department of Labor.

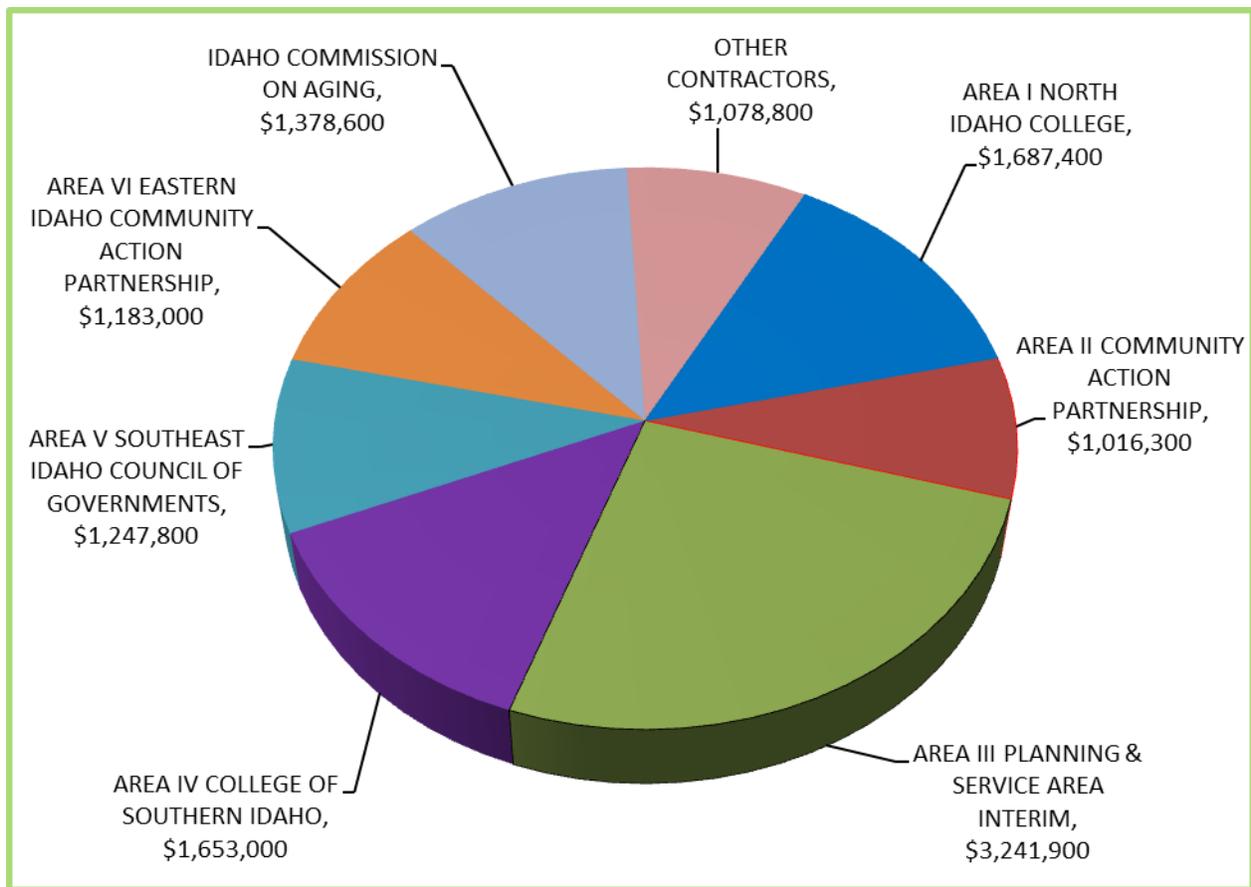
SFY 2016 Expenditures by Source

FUNDING SOURCES	STATE FUNDS	FEDERAL FUNDS	TOTAL
OLDER AMERICANS ACT ON-GOING GRANTS			
Supportive Services	\$ 1,128,576	\$ 1,897,744	\$ 3,026,320
Congregate Meals	\$ 323,940	\$ 1,753,249	\$ 2,077,189
Home Delivered Meals	\$ 1,649,594	\$ 1,049,781	\$ 2,699,375
Preventive Health	\$ -	\$ 115,174	\$ 115,174
Family Caregiver	\$ 196,021	\$ 683,987	\$ 880,008
Nutrition Services Incentive Program (NSIP)	\$ -	\$ 738,716	\$ 738,716
State Ombudsman	\$ 33,771	\$ 60,713	\$ 94,484
Elder Rights Protection/Ombudsman	\$ 425,964	\$ 121,047	\$ 547,010
Senior Community Services Employment Program (SCSEP)	\$ -	\$ 516,793	\$ 516,793
ON-GOING GRANTS SUBTOTAL	\$ 3,757,865	\$ 6,937,203	\$ 10,695,068
OLDER AMERICANS ACT DISCRETIONARY GRANTS			
Medicare Improvements for Patients and Providers Act (MIPPA)	\$ -	\$ 185,922	\$ 185,922
Aging Disability Resource Center (ADRC)	\$ -	\$ 200,480	\$ 200,480
Senior Medicare Patrol (SMP)	\$ -	\$ 270,442	\$ 270,442
Commodity Supplemental Food Program (CSFP)	\$ -	\$ 165,468	\$ 165,468
Idaho's Lifespan Respite Program	\$ -	\$ 174,387	\$ 174,387
Idaho's Legal Assistance	\$ -	\$ 60,302	\$ 60,302
DISCRETIONARY GRANTS SUBTOTAL	\$ -	\$ 1,057,001	\$ 1,057,001
OTHER FUNDS			
Adult Protection (AP)	\$ 734,721	\$ -	\$ 734,721
OTHER GENERAL FUNDS SUBTOTAL	\$ 734,721	\$ -	\$ 734,721
GRAND TOTAL	\$ 4,492,587	\$ 7,994,203	\$ 12,486,790

SFY 2016 Expenditures by Recipient



Aging Network Expenditures by Recipient



Area Agencies on Aging Performance Highlights and Accomplishments

Area I - Marilyn Anders, Interim Director

Area I coordinated with the Shoshone County Commissioners to contract for the Silver Express public transportation system. The funding will assist with fixed route, paratransit, demand response, and shuttle service from Silver Valley to Coeur d'Alene and Hayden for seniors. Transportation contracts were expanded to incorporate non-funded transportation programs utilized by senior centers. These centers provide rides for aged 60 or older seniors to and from the center to encourage participation in meals and activities. Education on elder rights and/or resident rights was provided at senior centers through workshops or presentations by Adult Protection and Ombudsman staff. Chore dollars were utilized to assist vulnerable adults, aged 60 or older, and referred by Adult Protection services to provide heavy duty cleaning of their homes to reduce risk. To help spread the word on resident rights, Area I distributed bookmarks to area libraries. The libraries insert the bookmarks into books checked out by seniors. Resident rights were discussed in a series of articles in a local newspaper. The articles were written by one of the AAA I Ombudsman staff and are also published on the agency Facebook page.

Area II - Jenny Zorens, Director

Area II Agency on Aging has recruited, certified and maintained a 26-member Certified Volunteer Ombudsman Corps, who in the last fiscal year, donated 1,516 hours valued at \$31,790.00, and, 11,371 miles valued at a \$6,140. The retention rate has been excellent. During this reporting year, AIIAA Volunteer Ombudsman visited 20 facilities throughout the five county areas. Collaboration and partnership with Nez Perce Tribe Senior Services is a priority. This year resulted in an invitation to two public events tailored for Tribal elders. In December of 2015, the Idaho County Commissioners voted to approve and fund an Idaho County Board of Community Guardians, BOCG.

Area III - Jeff Weller, Interim Director

The Idaho Commission on Aging managed the Area Agency on Aging (AAA), and continued to do so until designating a new AAA on October 1, 2016. The New AAA, Area 3 Senior Services Agency, consists of County Commissioners from the local counties. These Commissioners have come together through a Joint Powers Agreement and have been designated as the Older Americans Act and Idaho Senior Services Act service provider for Planning and Service Area III. In SFY2016, the ICOA's leadership and dedicated AAA staff, increased the number of consumers served and the total number of services provided. The AAA recorded over 24,000 consumer contacts for its Information and Assistance services, a 66% increase over the previous year. Home Delivered Meal volume increased to over 237,000 meals, the highest level this decade. Adult Protection workers continued to have the highest average caseload in the State at 245 cases per worker annually, while increasing the number of substantiated cases by 66% over last year. Area III had over 53,500 Transportation boardings, which was a 12% increase over previous year.

Morgan Nield - Area VI Director, Valerie Shell - Area III Interim Director, Jenny Zorens - Area II Director, Sam Haws - ICOA Administrator, Suzanne McCampbell - Area IV Director, Marilyn Anders - Area I Interim Director
Not pictured: Mike Hirschi - Area V Interim Director



Area IV - Suzanne McCampbell, Director

The CSI Office on Aging presented an Alzheimer's/Caregivers Conference on May 12, 2016. There were 220 individuals in attendance. The keynote speaker was Dr. Troy Rohm, a professor at Boise State University, who has been involved in Alzheimer's disease research since 1998. The CSI Office on Aging has developed and begun the distribution and collection of an area-wide Needs Assessment to provide information which will assist in the development of the new Area Plan for 2017. To date, Area IV has received 426 surveys. The CSI Office on Aging had a 15% growth in Home Delivered Meals totaling 11,188 more meals than budgeted, and an 8% growth in Congregate Meals totaling 7,284 more meals than budgeted. The CSI Office on Aging Adult Protection program has completed 25 presentations to over 400 participants, primarily mandatory reporters and law enforcement. The Ombudsman program completed 23 presentations to long term care facilities, the College of Southern Idaho Social Work Program and the CNA programs in Rupert and Hailey. The Ombudsman also completed 11 presentations to facility resident councils on resident rights and the Ombudsman program. The CSI Office on Aging is working with the Twin Falls Board of Guardians to help re-establish an effective community board, and assist them with acquiring grants, finding volunteers, and educating the community. The CSI Office on Aging is working closely with the Guardian and Conservatory Monitoring project to help identify areas of need and promote continued partnerships.

Area V - Sister Anthony Marie Greving, Director

On August 31, 2016, Sister Anthony Marie Greving completed 40 years of service and leadership at the Southeast Idaho Council of Governments/Area Agency on Aging.

Area V is currently serving veterans through the Veterans Directed Home and Community Based Services (VD-HCBS) in Southeast Idaho and has received 11 referrals. Area V is working with the VA in Salt Lake City to expand the Cover to Cover program. Area V has 2 certified class leaders for the Powerful Tools for Caregivers (PTC) that have been trained to offer the evidence based program to family caregivers in Area V. Over 20 people have attended the PTC classes in Pocatello with positive results. In celebration of Older Americans Month in 2016, Area V followed the national theme of Blazing a Trail with an Aging Information Fair. The Information Fair was held at the Area Agency on Aging on May 19, 2016. There were 24 vendors who participated in the event. Area V Adult Protection (AP) staff collaborated with Idaho State University Family Medicine Residency Program to provide education and a rich experience for enrolled Residency Physicians. Area V Adult Protection Services participated in the Shoshone Bannock Tribes fifth annual Taking a Stand Against Elder Abuse held at Fort Hall, Idaho. The Area V AP staff also continues to partner with the AP staff from Fort Hall to further the relationships formed between members of the Fort Hall Tribe and non-natives. The Ombudsman program provided voting information to residents and staff of 25 nursing and assisted living facilities.

Report submitted by Michael Hirschi, Interim Director.

Area VI - Morgan Nield, Director

From SFY 2015-SFY 2016, Area VI saw increases in the following: 32% in the utilization of Respite services, 26% in the utilization of Home Delivered Meals for family caregivers, 8% in the utilization of Transportation services for individuals 60+ and 141% in the utilization of Idaho Legal Aid assistance for individuals 55+. In SFY 2016, the Long-Term Care Ombudsman was able to provide 25 different community education events and 15 trainings for facility staff, was able to resolve and close on average 74% of complaints received by residents in Skilled Nursing Facilities, and 77% of complaints received by residents in Assisted Living Facilities.

Current Area Agencies on Aging

NORTH CENTRAL IDAHO AREA II

Community Action Partnership
 Director Jenny Zorens
 124 New 6th Street
 Lewiston, ID 83501
 208-743-5580
 1-800-877-3206

SOUTHWEST IDAHO AREA III

Area 3 Senior Services Agency
 Interim Director Valerie Shell
 701 S. Allen Suite 100
 Meridian, ID 83642
 208-332-1745
 1-844-689-7562

SOUTH CENTRAL IDAHO AREA IV

College of Southern Idaho
 Director Suzanne McCampbell
 315 Falls Avenue
 Twin Falls, ID 83303
 208-736-2122
 1-800-574-8656

NORTH IDAHO AREA I

North Idaho College
 Director Dan English
 2120 N. Lakewood Dr. Suite B
 Coeur d'Alene, ID 83814
 208-667-3179
 1-800-786-5536

EASTERN IDAHO AREA VI

Eastern Idaho Community
 Action Partnership
 Director Morgan Nield
 935 Lincoln Road
 Idaho Falls, ID 83405
 208-522-5391
 1-800-632-4813

SOUTHEAST IDAHO AREA V

Southeast Idaho Council of
 Governments
 Interim Director Mike Hirschi
 214 E. Center
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 1-800-526-8129



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